Module 3: The Game Controller

The Game Controller was designed to be a more user-friendly option than the regular Console. It is seamlessly integrated into the Instructor Portal, allowing you to access all the material and review all your sessions in one convenient place!

The Game Controller will allow you to accomplish the same tasks as the Console, but in fewer steps.

This topic will cover the Game Controller, which will eventually come to replace the Console. For now, if you wish to keep using the Console, you can skip to Topic 6.

For those using the Game Controller, after reading this topic, we still encourage you to read topic 6 to 10, even if they review more of the console than the Game Controller.

The Game Controller will only be available to the instructors who were designated when the session was requested. Also, it will only be available when your session is active, meaning you are within the date range when the system is activated (typically 2 to 3 days prior to your scheduled session) and that an SAP system has been assigned to your session. If you need to change the main instructor for a session or if you think there are any issues with a booking, please contact the support ASAP support@batonsimulations.com

The system differentiates practice simulations (PRACTICE) from live participant simulations (Customer Session). By selecting the Practice class, you ensure that your organization will not be charged for your tests. For all practice sessions, you must avoid using the class that includes the date of your session in the title.

Failing to use the Practice class for your practices and tests could lead to additional charges for your organization.

The Practice category should NEVER be used as a demo tool with your customers or for internal sessions. Noncompliance could lead to additional charges.

 Login to the instructor portal at:

 http://portal.batonsimulations.com

o Your username is the email you used to register, most likely your work email.

o You can reset your password by clicking on “Forgot password?”

 On the left navigation panel, click on Game Controller

 If you have a dropdown option on the top right side of the game controller, that means that you have multiple active sessions currently. Please make sure to select the appropriate option as this will impact the billing of your session.

 You are now ready to setup your session!

 Select the Game Type and Game Skins that you wish. You can learn more about Game Types (scenarios) and Game Skins in Appendix 2 and 4.

 One day before your session you will have 2 options in the “Game Category” section, Event and Practice. The Practice is available several days before your session and allows you to start non-commercial sessions to refresh your memory on a scenario or to do a dry run with your colleagues. The Event category should only be used on the day the session was scheduled.

\*Note: The Practice category should NEVER be used as a demo tool with your customers or for internal sessions. Noncompliance could lead to additional charges.

\*Note: Practice sessions are free of charge for your organization and you can run as many practices as you wish during the period you have an ERPsim system assigned to you.

 Select the teams required for your simulation. Double check your list of participants to make sure you have enough teams activated. You can select up to 2 teams for a Practice session and up to 26 teams for an Event session.

 On the right side of the Game Controller, you will find more advanced features.

o If you wish to do so, you can modify the number of rounds and the duration of the rounds. This is an advanced feature and we recommend that you test it beforehand.

o You can deactivate the Leaderboard and the Reward tile in the participants’ Fiori launchpad. We typically recommend that you leave them activated, but it is ultimately your strategic decision.

 Once you have double-checked that the setup is correct, you can now click on the “Prepare Game” button. The status will go from “Not Started” to “Preparing” and finally “Paused”

Important: DO NOT CLICK “Start Game” immediately, as this will start the simulation!

 Once the status becomes “Paused” and the “Prepare Game” button becomes “Start Game”, you are almost ready to start the simulation. It is now time to ask the participants to access their Fiori launchpad. You can see the links for the Fiori Launchpad in the Game Controller.

o The link for Fiori will be on the right side of the Game Controller

o The username is the team letter and the player number (For example: A1, A2, B1, etc.)

o The password is indicated on the right side of the Game Controller, under “Client password”. Typically, the password is “erpsim”. If you are unsure what the passwords are for each team, you can click on “Print teams” on the lower right side of the game controller. This will create a one-page PDF for each team with their login information.

o The client number is the SAP client assigned to your session

\*Note: There are 26 teams per client and 9 players for each team: the users of team A can use A1 to A9, and users of team Z can use Z1 to Z9.

 Once you have delivered all the necessary pre-game instructions and have allowed the teams enough time to strategize their gameplan you are ready to begin the simulation by clicking on “Start Game”. The status will now become “Running” and you will be able to see the days change. The “Start Game” button will also become “Pause”.

 Open the Viewer in a new tab and present it to the participants. It is useful for the participants to know the round and day of the and they will also need the “real date” from the viewer to access the Financial Statement.

 While the simulation is running, you can pause time at any moment. You will see in the upcoming Topics (Topic 12-13-14) that pausing time is encouraged as it helps your participants break down their roles and the information being presented to them. To pause the simulation, simply click on “Pause”. The system may not pause immediately since it will complete processing for the current day. Once the session is paused, you can reset it by clicking on “Start Game”.

 As the simulation is running, you can keep an eye on what your participants are doing through the instructor reports. Appendix 4 describes each of the reports in detail. You can find the reports on the top left side of the Game Controller view.

Common Errors

• If you get the error: “You currently don’t have any active game” and you believe you should currently have an active game, go to the “Event” menu and review what sessions are currently scheduled for you. You can check the “From” and “To” dates to know when the system is available. If you are missing a session that you have scheduled, immediately contact Baton support.

• If you have prepared a session the night before and it has been unloaded the morning of your session, this is because the simulation automatically unloads after 13 hours of inactivity. If this is the case for your session, no worries! Simply redo the steps to setup your system again.

Expert Tips

• Perform a test login to Fiori before participants arrive. There are rarely problems at this point but logging in will confirm that you are good to go. The same applies for the Instructor Portal and the Game Controller.

• Best practice: Do not give participants login details until you are ready for them to log in. In our experience, you can lose the participants’ attention while they concentrate on logging in and they could miss important information.

• If you accidently clicked “Start Game” too early, you can “Reset” the simulation and redo the above steps for preparing your simulation. Simply Click on “Reset Game” and wait for the system to complete the reset process.

• Once Round 1/Day 1 starts, watch for the statistics on the right-side of the Game Controller. This information will tell you whether the simulation is running properly based on your pre-defined settings. It is common for the first couple of days to last a little longer than expected. Keep an eye on these two parameters:

Expected Step Duration: Number of minutes per round that you chose when setting up the simulation, divided by the number of days per round. This gives you the expected length of a simulated day.

Actual Step Duration: The real duration of a simulated day. This can change during the game and even the day. It is normal to see very long actual day durations at the begging of a round.

When things go wrong

If the Actual Step Duration goes well above the Expected Step Duration, wait for 60-90 seconds to see if the situation gets better.

It is common that the Actual Steps Duration goes above 1000 seconds when you start the game after pausing it for a moment. It doesn’t mean that the day will last multiple minutes, it is simply considering how much time the steps lasted, including the pause.

However, if the situation does not improve after a minute or two, pause the simulation, then start it again. If that doesn’t fix your problem, contact support immediately.

• For urgent assistance: +1 438 399 0780

For non-urgent assistance: support@batonsimulations.com

Additional Documentation

Appendix 1: Web Browser Cheat Sheet

Appendix 3: The different states of the console and the simulation

Appendix 4: The Instructor Portal (the section on the Game Controller)

Appendix 5: The Fiori Launchpad description

Job aids and PowerPoint slides for all scenarios are available at

http://portal.batonsimulations.com/

Topic 6: Logging into the console

What you need to know

Each simulation runs on a specific server in a specific SAP client. You will receive an email from a Baton Simulations administrator providing you with the required details for your game.

The email will contain:

• Links to your server. There will be a unique link for the console (instructor use ONLY) and two links for the participants, one for Fiori, and one for WebGui.

• The specific client number for your simulation

A link to a backup server can be provided upon request, to be used only in the event of a serious anomaly (like a complete crash.) The backup server is rarely used.

You will be using the same client number and links to run both practices and your customer’s session. If you are running multiple sessions in a short timeframe, you may be given the same client for each of those sessions. There is no issue with using the client for more than one session as scripts will run before starting a new game that will erase all previous data.

What you need to do

 Click on the Console link provided in the email from the Baton Simulations Administrator or type it into your browser’s address bar. You should see the following login screen:

 In the login screen, input the following, then click on Login:

o SAP Client: Enter the client number you have been assigned

o Username: admin1

o Password: admin1

Common Errors

• If you saved the links as bookmarks on your browser, be sure to delete any previous bookmarks. There are multiple ERPsim servers and you won’t always get the same links from session to session.

• Make sure to login using the same server and client information provided in the email from the Baton Simulations Administrator.

• Entering the login information incorrectly more than 3 times will deactivate the user. Contact support to unlock your user and try admin2 / admin2 in the meanwhile.

Expert Tips

• Give yourself plenty of time before the start of the event to login into the console and prepare the simulation. An hour is recommended for most instructors. Minimally allow 30 minutes to setup before the actual start of the session.

• You may be inclined to log in and set up the game the day before the event. Note that the system will automatically unload your game after a few hours of inactivity. Therefore, it is best to do the final preparation for the event no more than 5 hours before the event begins.

When Things go Wrong

If you click on the console link and you get an error page like this one (one example among many possibilities), it is possible that you are experiencing a firewall issue.

Try to access the Console by using your mobile data or an external network. If the page loads correctly on a device that is not on the corporate infrastructure, please contact the IT department to make sure they opened the ports as noted on the ERPsim Prep Guide.

If it is still impossible to load the Console login page, contact:

• For urgent assistance: +1 438 399 0780

• For non-urgent assistance:

 support@batonsimulations.com

Topic 7: Selecting the game file

 What you need to know

The screen below allows you to select game the scenario you will be using in your event. Loading your selection will the run appropriate files to configure the console, SAP, and Fiori. You can find the description of the scenarios in Appendix 2.

What you need to do

 Select the option that corresponds to the scenario you will play with the participants.

 Click on Load

\*Note that the box on the right is for information only. You cannot select options in that box.

Common Errors

If you load the wrong scenario, you can wait for that scenario to finish loading and click Unload to go back to the selection screen.

Topic 8: SimCID, selecting the teams and the round duration

What you need to know

A SimCID is a unique identifier that is awarded to all certified instructors at the completion of a train-the trainer session. You cannot proceed without this key as the Console uses this code to assign access to the simulation. Borrowing another instructor’s SimCID is not permitted.

The simulation event will only be available to the instructor who was designated when the session was requested. If you need to change the main instructor for a session, please do so as soon as possible by contacting support@batonsimulations.com

The system differentiates practice simulations (PRACTICE) from live participant simulations (Customer Session). By selecting the Practice class, you ensure that your organization will not be charged for your tests. For all practice sessions, you must avoid using the class that includes the date of your session in the title. Failing to use the Practice class for your practices and tests could lead to additional charges for your organization.

What you need to do

 Enter your unique SimCID

 Select the class that corresponds to the simulation you want to run, either a practice or the Customer session

 Select the teams required for your simulation.

 Double check your list of participants to make sure you have enough teams activated. You can select up to 2 teams for a Practice session and up to 26 teams for a Main session.

 If you wish to do so, you can modify the duration of the rounds. This is an advanced feature and we recommend that you test it beforehand.

 Once you have setup your team configuration, round duration and number of rounds, select Activate.

\*Note that Practice sessions are free of charge to your organization and you can run as many practices as you wish during the period you have an ERPsim system assigned to you.

Common Errors

If you get an error message “Incorrect SimCID format”, make sure you are only entering the SimCID, with no spaces at the beginning or at the end.

If you don’t see any options in the class dropdown, make sure that you are using the SimCID assigned for this unique event and make sure you are using the correct link for the console. Note that the practice class should be active as soon as the system is assigned to you, while the Customer Session will become active approximately 24 hours prior to your session.

If you still don’t see any options in the dropdown, please contact support@batonsimulations.com

Expert Tips

Note that changing the above selections after you have set up the game will entail several time-consuming steps, so make sure that you have selected the right number of teams and that round duration is properly set. The preconfigured settings will match the selection you made when you chose the .xml file to load, so no other adjustments are required for a standard game.

Activating more teams than required is generally not recommended.

Topic 9: Setting up the simulation

What you need to know

This step can take a few seconds to a few minutes, depending on the scenario and number of teams selected. You can easily complete this process before the participants enter the room if you know the exact number of teams you will need.

What you need to do

 After clicking on Activate, the following screen will appear.

 After a few seconds to a minute, you should be able to see this screen.

 Click the Start button to initiate simulation setup.

NOTE: Clicking the Start button only initiates Pre-Game Processing.

It does not start the game. (This happens in the next step with the Continue button).

 You will see the following screen. Wait until preparation is complete.

 You will know that preparation is complete when the Continue button is underlined and when the Current State is on Pause, indicating that the game is now ready to play. This may take another 1-3 minutes.

Important: DO NOT CLICK Continue immediately as this will start the simulation; see below!

Common Errors

If you accidently clicked “Continue” too early, you can Unload the simulation and redo the above steps (Topic 7-8-9: What you need to do).

Topic 10: Starting the simulation and logining to Fiori

What you need to know

At this point the simulation has “started” and completed the configuration in SAP, but the time is paused. Pregame configuration occurs in “round 0”. The simulator is now ready to begin– Round 1, Day 1.

Important: all required systems are currently running, but waiting for you to begin Round 1, Day 1.

Once you have delivered all the necessary pre-game instructions and have allowed the teams enough time to strategize before beginning the first round of game play you are ready to begin the simulation by clicking on Continue.

What you need to do

Important: DO NOT CLICK Continue immediately, as this will start the simulation!

 Confirm that your selected teams have initial stock for all materials by examining the Inventory section in the console (see image).

 Provide your participants with the Pre-game information.

 Go through the different browser options, how to open an incognito or private window in each of the supported browsers that you participants will be using. This is also the time to remind the participants who will be using Internet Explorer to complete the special setting as described in Appendix 1.

 Invite the participants to login into their Fiori Launchpad (or the WebGUI). The usernames and passwords for each user will be as follows:

You can access the SAP WebGUI as a participant using the last tile of the last row of the Fiori Launchpad. Note that you need to allow pop-ups in order to open the SAP WebGUI.

The login credentials for both Fiori and the WebGUI are the same, however each use a unique link:

o Username: (Team Letter)(Player Number)

o Password: erpsim

o Client : The client number that was assigned to you

For example, if you are assigned Client 389, you will enter the following information:

User: A1, A2, B1, B2, etc.

Password: erpsim

Client: 389

\*Note: There are 26 teams per client and 9 players for each team: the users of team A can use A1 to A9, and users of team Z can use Z1 to Z9.

 Allow a few minutes for the teams to discuss their strategy.

 When you are ready to begin the simulation, click on Continue.

What you need to tell participants

Using the standard Baton Simulations ERPsim slides or your own custom ERPsim slides:

 Explain what the simulation is, why the participants will be playing and why it is relevant to their jobs.

 Using the standard slides, present the following information to your participants:

o What to expect from the session

o The business processes covered by the scenario

o The details of the marketplace and of the products

o The rules of the simulation

o The different roles participants will have to play

 VERY IMPORTANT: Ask the participants to open their browser and review all appropriate steps described in the Web Browser Cheat Sheet (Appendix 1). When the browser has been prepared, ask participants to login to the Fiori Launchpad. You can show the link and login details, either from your data projector, on a white board, or on small cards for each table. Unless prohibited at your site, require that participants use incognito Chrome or In-Private Internet Explorer. If using Internet Explorer, make sure they apply the special setting described in Appendix 1. Failure to properly prepare the browser may result in issues with their browser cache. Please see Appendix 1 for browser specific instructions.

 Introduce roles and rules for round 1 and the related Fiori rows and tiles. See Appendix 5 for the description of the different tiles.

o Avoid details about the reports before the beginning of the simulation. There is no data to populate the tiles. At this point, all the reports will be showing “No data”.

 Explain how to change prices and demo of it once. Suggest that there is never an advantage to sell below cost.

 Explain how to use the Financial Statement, which is a SAP standard tile, and mention that as the simulation progresses, they will have to change the End Date to match the current End Date. That date is also referred to as “Real date” since it is presented in the format YYYY-MM-DD.

 Explain how to add and remove marketing. Ask the participants to reflect on what percentage of their revenue they should allocate to marketing (no more than 2-5%). Not having any marketing is also an option. Suggest that it may be good to wait until day 5 or 10 to begin a marketing strategy (after they have a sense of daily revenue).

 Introduce functionality and use of DAS, the digital help system. Encourage participants to right click on a number of tiles to familiarize themselves with how DAS works. Explain that a great amount of information on the meaning and use of various reports, as well instructions on transactions, is available through DAS.

 Emphasize that participants should NOT RUN MRP before they are instructed to do so. This is particularly important if the participants are playing any Manufacturing scenario.

 Give participants 5-10 minutes to set new prices and marketing if desired and decide on participant roles. Announce the beginning of play and then click on Continue to start the simulation!

 After a minute of gameplay, suggest that participants refresh their browser page to force the tiles to update and reflect current sales, revenue and inventory.

Expert Tips

Do a test login to Fiori before participants arrive. There are rarely problems at this point but logging in will confirm that you are good to go.

Once Round 1 Day 1 starts, watch for the stats on the right-side of the portal screen. This information will tell you whether the simulation is running properly based on your pre-defined settings. It is common for the first couple of days to last a little longer than expected. Here are the 3 parameters you should keep an eye on:

Expected Step Duration: Number of minutes per round that you chose when setting up the simulation, divided by the number of days per round.

Actual Step Duration: The real duration of a simulated day. This can change during the game and even the day. It is normal to see very long actual day durations at the begging of a round.

Actual Processing Duration: The time the simulator takes to process all the transactions in on step (or day). The Actual Step Duration cannot be less than the Actual Processing Duration.

By logging as a participant in the WebGUI, you can see all the transactions divided per rounds.

At all times, you can enter the transaction code in the designated box or double click on the transaction in the user menu.

Best practice: do not give participants login details until you are ready for them to log in.

When things go wrong

If the Actual Step Duration goes well above the Expected Step Duration, wait for 60-90 seconds to see if the situation gets better. It is common that the Actual Steps Duration goes above 1000 seconds when you start the game after pausing it for a moment. It doesn’t mean that the day will last multiple minutes, it is simply considering how much time the steps lasted, including the pause.

However, if the situation does not get better after a minute or two, pause the simulation, then start it again. If that doesn’t fix your problem, contact support immediately.

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Additional Documentation

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Appendix 5: The Fiori Launchpad description

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Topic 11: Pausing the simulation

What you need to know

You can pause the simulation at any point. Pausing the simulation is helpful is many situations. For example, you can pause the simulation to introduce a new concept. You could also pause the simulation to offer more time for the teams to complete certain tasks.

Pausing the simulation is also a good response if something doesn’t seem right in the console or the Fiori Launchpad. By pausing the simulation for a few minutes, you can look into the issue without the pressure of having to monitor the teams at the same time.

For technical reasons, the simulation is not paused immediately after you press Pause, but after the current day is processed. The game is paused only when the current state shows “Paused”.

What you need to do

 To pause the simulation (temporarily stops the time in the simulation), click the Pause button.

 Once paused, the simulator is restarted with the Continue button.